

ABSTRACT

[00101] A system permits a customer service agent to receive and listen to an audio recording from a caller on a voice device (110), and thereby prepare to support the caller before connecting directly with him/her. The incoming call may originate on a public telephone network (120), and
5 be received by a system (100). The system (100) may include one or more of an automatic call distributor/private branch exchange (130), a voice response unit (140), and a computer telephone integration server (160), and possibly a data device (180). The caller may be prompted to provide an audio message concerning the nature of the telephone call. Before being connected to the caller, the service agent may be provided with the audio message from the caller, possibly via
10 the data device (180). After listening to the caller's previously recorded audio message and preparing to assist the caller, the agent and caller may then be directly connected together.